

**Working in the Time of COVID-19 Oral History Project**  
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**Ligaya Domingo**  
**Racial Justice and Education Director, SEIU 1199**  
**Member, Asian Pacific Islander Caucus & Asian Pacific American Labor Alliance**

**Narrator:** Ligaya Domingo

**Interviewers:** Wendi Zhou

**Subjects:** Pandemic, Workshops, Service Employee International, Labor movement, Environmental services, Racial Justice, anti-Asian hate, Black Lives Matter movement

**Location:** Seattle, Interview conducted over zoom.

**Date:** December 27. 2021

**Interview Length:** 00:53:28

**File Name:** DomingoLigaya\_2021\_C19\_Video\_Interview\_Completed

**WENDI 00:00:17**

Hello Ligaya, thanks for taking the time to share your story with us today. This is Wendi Zhou interviewing with Ligaya Domingo on Monday, December 27 2021. For the working in the time of COVID-19 Oral History Project. This is a remote interview, and I am in Miami, Florida. And Ligaya is in Seattle, Washington. Now let's start with telling me your name and can you please spell out your first and last name?

**LIGAYA 00:00:54**

Ligaya Domingo L I G A Y A D M I N G O

**WENDI 00:01:04**

Thank you. And how old are you?

**LIGAYA** 00:01:06

(*chuckles*) um, 44 I think?

**WENDI** 00:01:13

What is your birthdate and where were you born?

**LIGAYA** 00:01:17

October 3rd, 1977 and I was born in Seattle, Washington.

**WENDI** 00:01:26

What gender if any, do you identify as and what are your pronouns?

**LIGAYA** 00:01:31

Female and she /her/hers

**WENDI** 00:01:35

What race or ethnicity do you identify as?

**LIGAYA** 00:01:40

Filipino American or Asian American.

**WENDI** 00:01:44

And how important is your racial ethnic background to you?

**LIGAYA** 00:01:49

Um, I just say that it is -It's become pretty important to me in terms of understanding my own experiences and connecting with other people.

**WENDI** 00:02:09

Can you talk about what social, political, ethnic, racial or religious communities you regularly connect with or in?

**LIGAYA** 00:02:18

Can you say the list again?

**WENDI** 00:02:21

social, political, ethnic, racial, or religious communities...

**LIGAYA** 00:02:28

Um, well, I work for a labor union. And I'd say that there's sort of a broader labor movement community that I sort of belong to and participate in. And through that, I also participate in the Asian Pacific Islander caucus of the Service Employees International Union, as well as the Asian Pacific American Labor Alliance, which is Asian Pacific Americans across the country who are involved in labor and community things. And I'd say that my family has also been connected to other Filipino activists, both here in the United States and in the Philippines.

**WENDI** 00:03:29

And where do you live now?

**LIGAYA** 00:03:33

I live in Seattle, Washington.

**WENDI** 00:03:37

All right. Thank you. And now we will move into questions about occupational information. So what is your occupation or profession?

**LIGAYA** 00:03:47

I work for Service Employees International Union 1199 Northwest, which is a healthcare local, and my current title is Racial Justice and Education Director.

**WENDI** 00:04:03

How long have you been a member of your union?

**LIGAYA** 00:04:08

I have worked at the Union for 11 years at this time, and I worked for the Union for about three to four years earlier in my career.

**WENDI** 00:04:26

Alright, and can you run me through a typical day at work before the pandemic from the time you woke up to the time you went to bed?

**LIGAYA** 00:04:36

Sure, um, it's a little bit hard to remember. (*chuckles*) But, I usually would get up and leave the house around either 7 or 8am. And I would typically drive to either one of the local hospitals that we work with or to our office, which is in Renton. And, you know, sometimes I had meetings in other locations as well, but I would usually have in person meetings first thing in morning, and would be in meetings in different locations all day, and usually would get home sometime between 6 and 7pm.

**WENDI** 00:05:36

And how has your work been impacted or disrupted by the pandemic?

**LIGAYA** 00:05:42

Well, I would say that, it's -it's changed a lot. Um, I, we're pretty much solely from home at this point, I have done a few meetings here and there. But mostly at home on Zoom, or on phone calls. And I would say that my days are pretty packed from usually my first meeting is like 8am. And until usually into the evening. And one of the big things that I do is do workshops. And so one of the things that I really had to figure out was how to conduct workshops online on Zoom. And so I use a lot of Google Slides and other sort of mixed media online,

to conduct workshops now, whereas before the pandemic, we would use a lot of big paper, or we would, you know, print a lot of things out, and now everything is just electronic.

**WENDI** 00:07:08

And would you mind telling me a bit more about these workshops, and especially their content, and what they may have to do with issues in the workplace?

**LIGAYA** 00:07:20

Yeah, so, I am, or, I have been responsible for the sort of education and training of members and staff and actually, through the pandemic, my role in the Union change somewhat, as well. But, so a lot of what I'm focused on particularly now is connected to racial justice, which, within our union, we're applying a racial justice lens to everything that we're doing. And so, I have a lot of responsibility for helping to develop our racial justice analysis, and then bring that into all of the different pieces of work that we might do. So, the workshops that we do are anything from sort of beginning level of analysis of understanding about race and racism and racial justice, to more, you know, sort of complex things. I would say one of the biggest workshops that we really had to revamp during the pandemic was for our delegates. So leaders in the workplace when they're identified, and then tested, organizers then have a conversation with them about stepping into their leadership and into a leadership role, which is called Becoming a delegate. And so when leaders commit to become leaders of the Union, they go through our initial delegate workshop. Before the pandemic, it was an eight hour workshop that was conducted in person. And because we represent members from all across the state, people would drive or fly into Renton to come together for this workshop. So since the pandemic, we've broken it up into a three part series, that is all online. So in some ways, you know, it's more accessible for some of the members because they don't have to fly or drive and they can just log on to their computer. And we also have members now in Montana, so that's, you know, pretty, pretty awesome for people to be able to join together online on zoom in a workshop. So our initial delegate workshop we had to do think about, okay, so if we're gonna separate this into three different chunks, how do we need to make sure that we're starting and ending each of the chunks so that it, you know, make sense. And one of the hardest parts of what we had to redo was actually connected to our racial justice work, there was a basic workshop that was called the inequality exercise. And when we were in person, we would, we had these, like paper bags that we would put candy in. And we would pass out the paper bags, and it would simulate sort of inequality amongst people. And we've not been able to find a really great way of replicating that activity, because, you know, people don't can't like have something physical in that way. And so we've tried a few different exercises. And it's been interesting to sort of see the differences of how people are grasping some of the concepts around any quality differently, being in a zoom format, and not being able to do this one activity that we used to do. And I could go on and on and on about workshops, if there's more, you want me to tell you about it?

**WENDI** 00:11:39

Yeah, and following up on that, since you're an organizer, I was just wondering, what changes what major changes, you would say, has the pandemic brought on the workplaces that you work with?

**LIGAYA 00:12:01**

So, [? Inaudible ?] health care workers. And so the pandemic has really, really impacted our workforce in pretty major ways. You know, since the beginning, people just had to show up and do everything that was required and needed to be able to support sort of the crush on the healthcare system. And, you know, I remember in the beginning, it was really scary, because there were no clear protocols in place for how to protect workers, what to do, how to care for these patients. And, you know, in each of our hospitals and healthcare entities, it's been handled really differently. And at the time of the beginning of the pandemic I was working with, with members at Swedish Medical Center, we were in the middle of bargaining, when all of this happened, and we had to figure out how to finish bargaining the contract. And then we also had to help quickly negotiate protections for people. And there was some pretty, you know, crazy things that happened in the very beginning. That I could tell you about, that were pretty upsetting in terms of ways in which workers were actually getting terminated in and when they were doing things just to try to keep themselves safe. And there's a pretty big disparity within the healthcare system. And one of the one of the big things that I have worked on and worked on during that bargaining was connected to environmental [? Inaudible ?] workers, which are housekeepers, people who cleaned the hospitals. And during COVID, you know, that role is critical. You know, you have to have a clean healthcare facility in order to care for patients. And one of the things that our members often talk about is that they're really the frontline of infection control. And so, in the beginning of the pandemic, the employer refusing to give a 95 to environmental services workers, and we organized and workers stood up to say, we need to have you know, all of the protective PPE to ensure that we're safe inside of the hospital. You know, they were having to go into COVID rooms and clean them before it was even clear exactly what the protocols should be. And in --in different facilities people came together and stood up for themselves in in those ways and in other places where we aren't as strong, particularly amongst environmental services workers. Um, you know, they were just wearing regular surgical masks. And so, you know, what was amazing was that when workers at Swedish won the ability to wear a 95, you know, other workers were inspired by that to stand up to say, we all deserve proper PPE, not just nurses.

**WENDI 00:15:46**

Thank you.

**LIGAYA 00:15:48**

Oh, is it okay, if I add on? Yeah, um, one of the other things, I think that has been pretty huge, is, I'm figuring out how there are incentives for workers to keep working through the pandemic. And so that that's one of the big things that we're working on now is organizing memorandums of understanding for incentive pay, and winning it for all workers, not just for some workers that the employer views as being more important than others. And, and then, you know, everything with the vaccine was also a pretty big deal. And, you know, ensuring that our members were getting the vaccine, and then once the mandate was put into place, you know, there was a lot of negotiations that had to happen, and we had to represent all of our members, whether people wanted to get vaccinated or not. And, you know, we strongly encouraged people to become vaccinated, working in the healthcare facility, but we also had to represent people who, you know, had religious exemptions, or, you know, flat out refuse to get vaccinated.

**WENDI** 00:17:14

And following up on the points you made, I was wondering, you know, based on what you've seen, how has the pandemic impacted the labor movement, either in general, or locally, in your union, or in the workplaces that you work with?

**LIGAYA** 00:17:35

Well, I would say from organizer perspective, we've had to figure out how to keep organizing in ways that are different than what we used to do. You know, we used to go sit in hospital cafeterias, you know, go and talk to workers in the workplace. And, you know, we've had to figure out workarounds, whether it's, you know, meeting via zoom or phone calls, meeting outside the building, doing quick pass handoffs to keep ourselves safe. And I would say that, you know, that's been a pretty big challenge. And I would say that the pandemic has required, you know, unions to be responsive to the membership, because people have huge needs at this time. And I would say that, my hope is that workers see why a union is needed. Now, more than ever, that by having a strong union is really the only ability that you have to negotiate something in terms of protections in terms of getting, you know, the compensation and other things that people deserve working through this pandemic. And, you know, we saw in this fall, you know, huge amount of strikes taking place, I'm including in my union. And we've continued to see -- workers organizing throughout this time, you know, exciting over the semester, seeing workers at Amazon and Starbucks, and the other industries organizing and standing up for what they need. And so I think that that's really exciting. I think in terms of our labor movement, we have really had to figure out how to ensure that the union is being responsive to what folks need now. One of the things that we organized through a pass both locally and nationally. Were spaces for people to come together to both talk about what was going on with a pandemic, but also some of the, you know, anti Asian xenophobia that's been going on over the past couple of years. Which, you know, obviously, there's been, you know, the rise in Black Lives Matter and organizing around racism and racial justice. That, um, you know, we've also had to figure out how we join in those efforts and stand up for black lives, as well, as I'm organized to say, you know, there's actually something specific happening right now to --to Asian Americans. Um, you know, in the beginning of the pandemic Trump talking about the Wu pan flu, there's definitely, you know, a specific impact on Asian Americans in the United States and elsewhere, because of that, um, and, and I even had an experience with that myself here in Seattle, just walking down the street.

**WENDI** 00:21:07

Anti Asian hate is definitely a big topic during the pandemic, and many people have been impacted. So, I would like to, if you're comfortable sharing, I like to hear more about your own experience with anti-Asian hate.

**LIGAYA** 00:21:23

You want me to adjust with the sun being weird?

**WENDI** 00:21:29

I think it's fine as it is.

**LIGAYA** 00:21:31

Um, so I, this was actually, at the end of January of 2020. I was walking down the street in Seattle on Broadway. I had just gotten some coffees or maybe I was going to get the coffee. I can't remember I was getting coffee.(chuckles) And I, you know, it was before people were being told to wear masks, and, um, I had gotten some coffee, and I was walking down the street and these two guys walked past me. And, um, they started yelling at me to wear a mask to put on a mask. And I was like, "what, what, what didn't you say?" And they were like, "Yeah, I said it, put on a mask!" And I was like, Whoa, you know, and I, I was so startled because, you know, I had never had that experience before, like having some random people like screaming at me on the street. And I was like, What the heck uh, I guess it's because I'm Asian. And I think they muttered something under their breath to like, you know, a racial slur. I can't totally remember. But I think that that occurred. And, um, and I was just really shaken up, you know, and I got in the car, and I called my husband and I was like, Oh, my God, you know, this just happened to me, I can't believe this. And I've heard, you know, other stories of colleagues of mine, you know, having similar experiences. I was actually on a conference call with one of our fellow SEIU (Service Employees International Union) API (Asian American Pacific Islander Caucus) leaders in the Bay Area. And he was on the BART ( Bay Area Rapid Transit) and he was getting harassed while they were on the phone with him. And so, you know, all of those things were really scary. And then when the, you know, nail salon shootings happened in Georgia, um, we were, you know, really rattled. And we, we started organizing, you know, some specific spaces for people to be able to come together and talk about that. And Seattle lapolla also designed a workshop to be able to bring to unions to help people understand sort of the historical nature of what what is happening, and that anti Asian hates, you know, has been a part of, you know, the fabric of racism in this country and has particularly spiked, you know, during, um, you know, certain pandemics like the yellow fever and you know, other things like that.

**WENDI** 00:24:54

And related to that, the pandemic has in general really brought out the conversation around race and racism in this country. As you mentioned earlier, a wave of protests for Black Lives Matter emerged during the spring of 2020. What are your thoughts and observations regarding this movement? And can you describe how you and your Union were involved or impacted by issues of race and racism?

**LIGAYA** 00:25:28

Would you mind repeating the first part of the question?

**WENDI** 00:25:31

Yeah, so what are your observations and thoughts regarding the Black Lives Matter movement, which emerged during the pandemic?



**LIGAYA** 00:25:42

Yeah, um, so the murder of George Floyd, um, I would say, had a really huge impact. Um, within my union, we, we made a commitment to become an anti racist organization in 2015 2016, at our SEIU convention, and so we've been working since- since that time, and even before that, really on, before that was on specifically kind of this umbrella, organizational equity and inclusion. And we were, you know, particularly looking at the ways in which racism shows up within our organization. And, you know, before the murder of George Floyd, we were, we were doing that work, we were engaged in those conversations. And then when the murder of George Floyd occurred, I would say that, um, you know, it's spurred a movement in this country and more, more awareness, I think, generally. And in some ways, I think that that has been really, really, really important to our country. And I think that there's also something else going on, which is that, um, corporations, and particularly-- in particular, then tried to kind of co-op to the message. And they, there's sort of this growing pressure to be responsive around racism, particularly in the workplace. And a lot of the employers that we work with, are responding to that by now saying, Okay, we're gonna do DEI (Diversity, Equity, and Inclusion) work. And I'm, you know, what I see what that is like, it's a lot of times just kind of a bandAid approach or not real. And at the core of it, they don't want to deal with issues of power. And to me, fundamentally, what has to happen in this country, in workplaces is, is a fundamental shift of power. And so when we, as a union are working on issues of racial justice, that's fundamentally what we are working towards. But we're a very diverse organization, we represent, you know, people who work in health care, in in all of the different, you know, facilities that we represent, and that we're trying to organize. And we have had a history within our organization of racist practices that are based in white supremacy culture. And we've been working really hard to dismantle that and are working really hard to become an anti racist organization. Well, at the same time, we- we are having to educate our members about what does racism look like in the workplace? What does it feel like? Whether they're people of color, or white, and I'm really organizing people to stand up to be champions to win on racial justice. And what we believe is that we can't win economic justice unless we win racial justice, and that the two are inextricably linked. The labor movements history has been one that It was really focused on economic justice. And I think that that is one of the fundamental flaws that happened in the labor movement that has kept us from really building the power that is necessary and required for workers to be able to, to really gain what they need in our society. And racism is -- has been a tool that's basically been used to divide workers from finding solidarity with each other. And I think in my union, we have worked really hard to build solidarity. It's more class solidarity than anything, I think. And we're, I think that that's the point we're at right now is trying to figure out how do we build true meaningful real cross racial solidarity? How do we lift up the voices of people of color and center their voices, and understand the way in which anti black racism is playing out, within our union and our movement in our workplaces? And, you know, that's, that's a big part of the journey that we're on right now. And then having to do it in a pandemic, is, (*chuckles*) is a whole nother thing. But, um, you know, I think we just sort of wait, you know, since we had, we're already sort of on this journey, we're like, he can't wait, you know, we have to keep pushing on this, we have to figure out how we keep organizing on this. And, you know, I feel really proud of our union for, for continuing this work, despite being in a pandemic. But, um, you know, the reality is that our workforce is, is working, they're working harder than they ever have. And if we don't address the issues that people are experiencing every day, um, you know, we're not going to be a union that is really living in values.

**WENDI** 00:32:19

Yeah, thanks for sharing. Now, I would like to turn toward, you know, your overall experience personally, in the pandemic, so can you walk me through a typical day in your life during the pandemic, from the time you wake up to the time you go to sleep?

**LIGAYA 00:32:39**

Sure. Um, so, I, so I stay up pretty late at night. So, um, I think that I, that I've always had a hard time sleeping, but I think that the pandemic has also really impacted it. And especially in the beginning, I just felt a tremendous amount of just anxiety. You know, I remember, I would check the IHME (Institute for Health Metrics and Evaluation) website, like constantly looking at the case counts. And, you know, I remember in the beginning, trying to figure out like, oh, when might we be able to get back to normal. And so in the beginning, I was like, not sleeping, because I just was feeling so anxious about everything. And, um, so the mornings, I would say, have become more difficult for me to get up like, super early. And it's shifted some this last, so since this fall, um, I have two kids, and my older kid takes the school bus and I have to get up to drive him to the school bus. So that is meant that I've had to get out of bed at a certain point. So he has to be at the bus by like 7:28 AM At the very latest, and his bus stop is like three blocks away. So on an average morning, I would say that I wake up between 7:00 AM and 7:18 AM. Roll out of bed, jump in the car and take him to the bus. And I'm so usually that's when my morning starts. And I often am like, scrambling around trying to like have something to eat and I usually have to take a choice between having something to eat or jump in the shower really quick. And, um, usually my meetings start at eight, sometimes and very rare occasion 7:30 AM , sometimes seven, but those are like, only if it's like a very big emergency going on. Um, and so I start my meetings, you know, around 8:00 AM. And then I'm pretty much I'm scheduled all the way through into the evening, until usually 6:00 PM I've been helping to Berg in a contract. And so once a week, I usually have bargaining that goes until eight or 8:30 PM at night. And then I'm on usually another night during that week. We have a prep meeting that I joined at some point that goes from like 6:15 PM to 7:15 PM. And then, you know, sometimes I have meetings that go past 6:00 PM, and sometimes I phone calls after six, but usually I'm on zoom from like 8:00 AM to 8:00pm. And usually multitasking, sometimes multiple meetings at the same time that I might be joining via zoom and via my phone and listening to two conversations at one time. Um, sometimes I have, I try to schedule like to kind of self care appointments during the week, um, acupuncture and massage, and I'm usually schedule my acupuncture for later, early morning or late in the evening. And then I usually try to do a massage on Friday, late afternoons, and I try to end my day a little bit early on that day. Um, I you, I often am working on the weekend, usually one day, on the weekend. Sometimes, when there's like something really crazy going on, I might work both days in the weekend, but I really try not to as much as possible. But my daughter and my husband leave the house before I usually wake up in the morning. So they usually wake up at, like, 6:00 AM - 6:30AM And they're out of the house before 7:00AM. Um, and, um Yeah, so that's sort of like a general day.

**WENDI 00:38:04**

And following up on your response, I was wondering how childcare or school has changed based on your experience as a parent during the pandemic?

**LIGAYA 00:38:17**

Yeah, so it's been really different, depending on when we're talking about. So, in the very beginning, um, both of my kids home doing virtual school, and my husband was at home also, and he is a teacher, and he was teaching from home on his computer. And, um, I would say that, that beginning time, you know, it's just like, a lot of figuring it out, right. And having my husband home was actually really helpful because we were able to kind of balance you know, getting the kids meals, getting meals, you know, stuff like that. There's definitely a lot of competition for the Wi Fi. So we had to, like, you know, pay to really upgrade our system had to figure all of that out. And then let's see, um, they were off school, the summer of 2020, and I was working from home. And then in the fall of 2020, my husband went back to school, and he was teaching out of his classroom. And I was at home with the kids doing virtual school. Um, I think that that was probably the hardest time for me was working online, trying to take care of the kids by myself was pretty hard and overwhelming. My work, you know, offer had like, COVID Relief days, and like, you know, I had the ability to take time off if I wanted to, but, um, you know, it was really hard with how busy things were, you know, I did try to flex my schedule some to, to try to do that, and I had to, you know, sort of lighten things a little bit. But, um, and then my daughter started going to school a couple of days a week at the school. And, um, I think in the beginning, I was driving her some, and then it got to this point where it was like, I could not do it anymore, because my meeting schedule was just, you know, it just became too hard, I would have to carve out like, you know, several hours of my day to be driving her back and forth. And it became really, really difficult to do that, um, my son returned back to school, um, a few days a week, well, he experienced a huge amount of anxiety going back to. Um, so we didn't know what was going on at first. And, um, he was throwing up on the way to school each morning. And you know, it took some time to figure out, like, I thought he just had the flu at first. And, um, and then it just kept happening. And then, you know, I realized that he was experiencing anxiety. And so we worked with his school counselor, who was just really amazed thing, and really worked with him to do what he was comfortable with, you know, it started with, he would go to her office, and then he would, you know, slowly be able to go to his classes, or he would keep doing them online, you know, they were really, really flexible, really understanding with him. And so, um, that was sort of going on throughout the spring of 2021. And they were, I think both of my kids were pretty much back fully in school, he was in school, I think, four days a week at that point. And we were able to get a counselor, it took a long time to find a counselor, um, I just kept getting run around through Kaiser as to we have our insurance through, they kept telling me that, you know, they have this company that was going to be contacting me with names of counselors, and like, they it never came through. So finally, I just took matters into my own hands and sort of looking online. I actually went to, I'm on a Facebook group that's for BIPOC ( Black, Indigenous, and people of color) people, and they had a list of BIPOC therapists, and I was able to find one that took adolescents who was a Filipino man. Um, and so, um, that was really awesome. And so he did counseling via zoom, with a therapist for some time. Um, and then, when the summer came, um, we went on a big family vacation for three weeks to Hawaii. And after that, my son was like, way better. And so coming into this school year, this fall, my son is like, super happy again, back to being himself. He's playing sports, he's, you know, able to get physical activity, which I think was a big part of what was partially impacting him and, um, you know, Throughout the pandemic, both of my kids figured out how to sort of have lives online with their friends. And they, you know, they just figured out how to make do. And so that was, you know, thank God for the internet. Um, but you know, luckily, my daughter goes to the same school that my husband works at. And so he has been able to drive her both ways. And now that the school bus is back operating, and my son is better, I don't have to drive him to and from school anymore. Last spring, you know, when he was experiencing anxiety, I was having to drive him to school, and then go pick him up. And that, again, was like, you know, a big chunk of my day, sort of, where I had to figure out how to flex my work schedule around it. Um, but especially with what was going on with my son, I was, you know, that was the most important thing. But, you know, I think the biggest thing is that my work is willing to be flexible in whatever ways, it's partially me, I'm setting the boundaries, and I'm, you know, saying no, when I need to, and, um, you know, I think being able to find, like, downtime has been really important. And, and I think, you know, now that things started to reopen some that was really good for my kids to be able to be around peers, be around family

and stuff again. Um, but unfortunately, my husband actually is COVID positive right now. And, and so we are, he's in isolation, and we're baking quarantine. Um, and we think that he probably got exposed through school. Um, so that's been kind of a big bummer, you know, for the holidays, and my kids were, you know, really impacted by that.

**WENDI 00:47:21**

Yeah, so, um, in general, how do you think the pandemic has impacted your sense of personal well being?

**LIGAYA 47:31**

You know, it's really hard to say, I think, um, in some ways, it's been good for me. Um, I think it's forced me to really slow down in a lot of ways. Um, and, you know, I've been paying attention more to my sleep and stress levels, and stuff like that, and, you know, being able to just be at home, doing work. Um, and honestly, just being able to see my family, you know, there was a lot of times before the pandemic, where I would wake up and leave before my family was up, and I would come home after they were asleep. And, you know, so there were days, sometimes days on end, where I would not even see them at all. And, and so I think, in some ways, the pandemic has been good for me, because I've been able to have a more consistent sort of relationship with my family. And, and I also think that in certain ways, it's forced us to be more intentional with, with the relationships that we have. And to not take things for granted. And yeah, I think that in general I actually feel more grounded. Because I am working from home and I just am not like running around, like a crazy person. You know, even though I'm working a lot and doing a lot I yeah, I just feel like I have a better sense of wellbeing actually.

**WENDI 00:49:35**

And that's good to hear. And how do you think life, your life or that of your family or life in general will be different after the pandemic?

**LIGAYA 00:49:50**

Well, I mean, I think that the question is, like, what is our new normal gonna be? I don't think we know you know, it's Um, you know, I think we thought that we were starting to get back to normal with everybody being vaccinated and you know, things reopening and stuff like that. But now with the omicron variant, it just, you know, it's like, we don't even know, you know, and it's spreading so fast, I feel like, you know, we have to be more careful than we were before. And I think the thing that's really hard is that the economy thrives upon people being out and about, and buying things and doing things and all of that. And so there's a lot of pressure to get people out and about and not be shut down. And I, I think the reality is that we need to be more shut down. And so I feel like, that's sort of the, like, new normal of right now. And I think, I don't think things are ever going to be back the way they were before. You know, and I think, um, you know, I think people are just gonna have to be a lot more careful. I think in terms of the industry that I work in, it's called to attention, the health care crisis, and the crisis of the need for healthcare workforce. And so I'm really hopeful that there will, there will actually be more money allocated toward the healthcare workforce, which is sort of exciting for some

of the work that I do related to workforce. I hope that we're able to bring you know, more of this grounded sense of well being into the future. Think that we can't keep operating the level that we were prior to the pandemic.

**WENDI** 00:52:27

And the last question before we end the interview is basically whether you have any other thoughts you'd like to share or if I have missed anything that you would like to discuss?

**LIGAYA** 00:53:03

*(thinking)* I don't think so.

**WENDI** 00:53:06

Alright, and with that, I'm just going to end the interview. Thank you so, so much for taking the time to not only you know, meet for an interview, but also you know, set up the prep meeting and everything before this. So yeah...